

The Commonwealth of Massachusetts

ANNUAL REPORT

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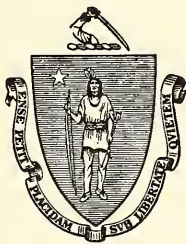
PUBLIC EMPLOYMENT OFFICES

FOR THE

YEAR ENDING DECEMBER 31, 1921

15

DEPARTMENT OF LABOR AND INDUSTRIES



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The Commonwealth of Massachusetts

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ANNUAL REPORT ON THE PUBLIC EMPLOYMENT OFFICES.

To the General Court.

The Fifteenth Annual Report on Public Employment Offices is respectfully submitted herewith. This report covers the activities of the three State offices and the cost of their maintenance during the year 1921, and data for prior years are presented for purposes of comparison. The result of a special inquiry made by the Department at the close of the year, and having a direct bearing on the employment problem in Massachusetts, is presented as an appendix to the report.

E. LEROY SWEETSER,
Commissioner of Labor and Industries.

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REPORT OF THE DIRECTOR OF PUBLIC EMPLOYMENT OFFICES.

INTRODUCTION.

To the Commissioner of Labor and Industries.

This report constitutes the Fifteenth Annual Report on Public Employment Offices and has reference primarily to the operations, during the calendar year 1921, of the three State offices located, respectively, in Boston, Springfield, and Worcester. The statistical data herein presented, and more particularly the numbers of placements made, furnish a record of the services rendered by these offices to employers and applicants for employment during the year. The accomplishment in this respect is determined in considerable measure by the demand for and supply of labor, and, inasmuch as employment conditions in general are reflected in the work of the offices, a brief review of the labor market during the year is included in this report.

1. THE LABOR MARKET IN 1921.

The industrial depression which had already become evident in September, 1920, became very marked at the close of that year. A special survey¹ of employment in Massachusetts made by the Department of Labor and Industries in December, 1920, showed that the number of persons employed (267,197) during the week ending December 18, 1920, in 398 representative manufacturing establishments covered by the survey was less by 31.0 per cent than the maximum number (387,078) employed in these same establishments during any week in 1920. For the principal industries represented the corresponding percentages were as follows: Textiles, 36.1 per cent; boots and shoes, 41.0 per cent; metals and machinery, 18.5 per cent; paper and paper products, 21.4 per cent; jewelry, 32.2 per cent; leather goods (tanneries, etc.), 47.8 per cent; rubber goods, 35.3 per cent; garments, 28.0 per cent; and confectionery, 48.4 per cent.

¹ The results of this survey were published in some detail in the *Fourteenth Annual Report on Public Employment Offices, 1920*. See Appendix A on pages 43 to 48 of that report.

According to returns received from 1,363 labor organizations in Massachusetts, having an aggregate membership of 296,917, the number of members reported as unemployed at the close of December, 1920, was 94,553, or 31.8 per cent of the aggregate membership covered by the returns. The returns from the trade unions were of a later date (December 31, 1920) than those obtained from representative manufacturing establishments, and certain industries and trades other than manufacturing were represented in the trade union returns; nevertheless, there was a close agreement in the general results of the two inquiries. These data obtained from two very different sources — in the one case directly from employers' pay-rolls and in the other case from trade union officials — demonstrate quite conclusively that at least 30 per cent of the wage-earners in the industries represented were wholly unemployed at the close of 1920, and that many others were working on a part-time basis.

The cities industrially specialized, such as Lawrence, Fall River, and New Bedford (textile centers) and Brockton, Haverhill, and Lynn (boot and shoe centers), were the first ones seriously affected by the depression, but later it spread to practically all industries throughout the State. The metal and machinery trades, the building trades and transportation, which for a time were not seriously affected, began in the early months of 1921 to suffer as a result of curtailments in other industries.

At the close of March some improvement was noted in the boot and shoe industry, due to spring trade demands, and also greater activity in the textile mills was reported, but the increased employment in these two industries was largely offset by the addition to those still unemployed of many building tradesmen (including those on strike in Boston) and of large numbers of steam and electric railway employees and of employees in the metal and machinery trades.

During the spring and early summer the building trades became more active (although far from normal), and with the opening up of outside work on highways and farms some of the surplus labor was absorbed, furnishing employment principally to unskilled workmen, but no marked improvement was noted in the other principal industries or trades.

During the third quarter of the year the boot and shoe industry, which during the spring had improved somewhat,

suffered another decline, and the metal and machinery trades, which were the last group of trades to feel the effect of the depression, were in worse condition than at any time during the year. A source of great encouragement, however, was found in the fact that the textile industry was steadily recovering in all its branches.

No marked changes in industrial conditions were noted during the last quarter of the year, other than the usual seasonal increase in the number unemployed in the building trades, an increase observed during the winter months even in normal years. In the boot and shoe industry there was a further decrease in activity towards the close of the year. Continued improvement in the textile industry was noted, and unemployment in the metal and machinery trades decreased slightly. The small volume of foreign shipments was responsible for much unemployment among transportation employees.

In general, the year 1921 closed with nearly all industries still affected by the prolonged depression, and the only important industry showing any pronounced recovery was the textile industry, which, instead of producing at approximately 50 per cent of capacity as at the beginning of the year, was on an 85 per cent basis at the close of the year. Returns received at the close of December, 1921, from 1,026 local labor organizations in Massachusetts having an aggregate membership of 209,446, showed that 27.3 per cent were unemployed for all causes, a percentage which was only a few points lower than the corresponding percentage (31.8) for the close of December, 1920. Although there was less unemployment during the second and third quarters of the year than during the first and fourth quarters, nevertheless the entire year may be characterized as a year of continuous depression in nearly all of the important industries in the State.

2. WORK OF THE LOCAL OFFICES.

As a result of the depression, the State employment offices were overwhelmed with applicants for employment, many of whom were in destitute circumstances. The aggregate number of applications for positions at the offices during the year, including those from individuals who applied more than once,

was 551,492, while the total number of persons applied for by employers during the year was 36,110, making a ratio of applications to persons applied for of 15 to 1. In the case of males the ratio was 26 to 1 and in the case of females 5 to 1. Special efforts were made by the superintendents, registrars and field agents of the several offices to find positions for the great surplus of applicants, but with little success, because employers in comparatively few instances were adding to their forces, and whenever conditions justified resumption of activity the employees who had been laid off were given first consideration. Under these conditions, the work of the public employment offices in finding positions for applicants has by no means kept pace with the standard established during the war period and the year immediately following. Notwithstanding the marked reduction in the number of persons applied for by employers, however, the number of placements made by the three State offices during the year under review has not fallen below the average for the years immediately preceding the war. During the year 1921 the total number of positions reported filled by the three offices was 28,556 as compared with 37,520 during the year 1920, showing a decrease of 23.9 per cent in the number of positions filled. Although the number of positions reported filled fell off materially, yet, in view of the fact that the depression has resulted in a very large reduction in the number of persons applied for by employers, this report is not altogether discouraging. In fact, the number of persons called for by employers fell from 58,575 during the year 1920 to 36,110 during the year 1921, or 38.4 per cent, whereas the number of positions reported filled, as stated above, decreased by only 23.9 per cent.

Statistical reports of the business transacted at the local offices are made out at the close of each day and forwarded to the administrative office at the State House, where they are carefully examined and tabulated upon a uniform basis. In the following table the principal data relative to the offices, considered as a group, are presented for the year 1921, with corresponding data for 1920. Information with reference to the work of the several offices appears in the reports of the respective superintendents in charge and in the detailed statistical tables at the end of this report.

Consolidated Summary of Business of the Three State Offices during the Year ending December 31, 1921, with Comparable Data for 1920.

| CLASSIFICATION. | 1921 | | | 1920 | Per Cent of Increase (+) or Decrease (-) |
|---|--------|---------|--------|---|--|
| | Males | Females | Totals | Totals (For Division by Sex, see Report for 1920) | |
| Applications from <i>Employers</i> . . . | - | - | 29,515 | 41,860 | -29.5 |
| <i>Individual Employers</i> who Applied for Help. | - | - | 10,328 | 11,148 | -7.4 |
| <i>Persons Applied for</i> by Employers . . | 16,712 | 19,398 | 36,110 | 58,575 | -38.4 |
| <i>Positions offered</i> Applicants . . . | 21,292 | 22,233 | 43,525 | 65,932 | -34.0 |
| Positions Reported Filled . . . | 13,216 | 15,340 | 28,556 | 37,520 | -23.9 |
| Individuals for whom <i>one Position only</i> was secured. | 5,541 | 3,164 | 8,705 | 14,157 | -38.5 |
| Individuals for whom <i>more than one Position</i> was secured. | 1,760 | 1,858 | 3,618 | 4,447 | -18.6 |
| Total for whom Positions were secured . | 7,301 | 5,022 | 12,323 | 18,604 | -33.8 |

The total number of individuals for whom positions were found during the year was 12,323, for 8,705 of whom *one position only* was secured and for 3,618 of whom *more than one position* was secured. The number of individuals for whom more than one position was secured in 1921 was purposely held to a minimum because it was desired to place as large a number of individual applicants as possible while there were so many unemployed.

During the year 1921 the total number of applications for help received from employers was 29,515, as compared with 41,860 applications during the previous year, showing a decrease of 29.5 per cent. The number of individual employers who applied for help decreased from 11,148 in 1920 to 10,328 in 1921, or 7.4 per cent, and the number of persons applied for decreased from 58,575 to 36,110, or 38.4 per cent. Of the 36,110 persons applied for by employers in 1921, 28,556, or 79.1 per cent, were supplied by the offices, whereas, in 1920, only 64.1 per cent of the persons applied for were furnished.

3. COST OF OPERATION.

The following summary table shows, for the fiscal year ending November 30, 1921, the expenditures on account of the three public employment offices, the number of "placements" (positions furnished to applicants), and the per capita cost of the placements made, and similar data for the fiscal year ending November 30, 1920, are also presented for purposes of comparison: —

Expenditures, Number of Placements, and Per Capita Cost of Placements.

| OFFICES. | EXPENDITURES | | NUMBER OF PLACEMENTS | | PER CAPITA COST OF PLACEMENTS | |
|-------------------------|--------------------|--------------------|----------------------|---------------|-------------------------------|---------------|
| | 1920 | 1921 | 1920 | 1921 | 1920 | 1921 |
| Boston | \$28,863.88 | \$30,880.68 | 17,669 | 11,833 | \$1.63 | \$2.61 |
| Springfield | 14,419.59 | 15,033.15 | 12,511 | 9,701 | 1.15 | 1.55 |
| Worcester | 9,274.64 | 9,862.76 | 8,739 | 7,065 | 1.06 | 1.40 |
| Totals | \$52,558.11 | \$55,776.59 | 38,919 | 28,599 | \$1.35 | \$1.95 |

The total expenditures on account of the maintenance of the three offices during the fiscal year ending November 30, 1921, amounted to \$55,776.59, as compared with \$52,558.11 during the fiscal year ending November 30, 1920, showing an increase of \$3,218.48, or 6.1 per cent, a considerable part of which was for necessary increases in salaries, rentals, and alterations of offices.

Based on the total expenditures on account of the three offices, considered as a group, the per capita cost of placements was \$1.95 for the fiscal year ending November 30, 1921, as compared with \$1.35 for the fiscal year ending November 30, 1920. This increase in the cost of placements during the last fiscal year was in large measure due to the decrease in the number of placements made during the year of depression.

In computing the per capita cost of placements by the offices, the expenditures for rent, janitor service, telephone service, and certain other contingent expenses are included in the cost of operation, whereas in some States where furnished quarters are located in public buildings, these items are not included in the

statement of expenditures, and, consequently, the per capita cost of placement is relatively low. Furthermore, the definition of the term "placements" as used in the several States varies. Thus, in Massachusetts, those persons only who have been reported as engaged by the employers to whom they were referred have been recorded as placed, whereas in certain other States all persons who are referred to positions, whether definitely known to have been engaged or not, are recorded as placed.

4. PLACEMENT OF SOLDIERS, SAILORS, AND MARINES.

No appropriation for the specific purpose of securing positions for ex-service men was required during the past year, but the employees in the three State offices were instructed, wherever practicable, to give preference to veterans in referring applicants to positions. In the following table data are presented showing for each of the three offices the number of soldiers, sailors, and marines who were registered for the first time, the number referred to positions, and the number reported placed during each of the years 1920 and 1921:—

Number of Soldiers, Sailors, and Marines Registered, Referred to Positions, and Reported Placed in 1921 and 1920.

| OFFICES. | NUMBER OF NEW REGISTRATIONS | | NUMBER REFERRED TO POSITIONS ¹ | | NUMBER REPORTED PLACED ¹ | |
|-------------------------|-----------------------------|--------------|---|--------------------------|-------------------------------------|--------------------------|
| | 1920 | 1921 | 1920 | 1921 | 1920 | 1921 |
| Boston | 2,045 | 892 | 3,141 | 1,511 | 1,262 | 821 |
| Springfield | 491 | 145 | 1,665 | 680 | 969 | 484 |
| Worcester | 504 | 183 | 1,008 | 471 | 515 | 353 |
| Totals | 3,040 | 1,220 | 5,814¹ | 2,662¹ | 2,746¹ | 1,658¹ |

¹ The number referred to positions and the number reported placed include duplications of individuals who were referred to more than one position or placed in more than one position.

As shown in the above table, the number of soldiers, sailors, and marines who were registered for the first time in 1921 was only 1,220, or about 40 per cent of the corresponding number (3,040) who were registered in 1920, but with the elapse of over two years since the discharge of men from the service it would naturally be supposed that nearly all ex-service men would have

secured permanent employment. There was a corresponding decrease in the number referred to positions (from 5,814 in 1920 to 2,662 in 1921) and in the number reported placed (from 2,746 in 1920 to 1,658 in 1921). Attention should be called to the fact that the number referred to positions includes individuals who were referred to *more than one* position during the year specified, and, likewise, the number reported placed includes individuals who were placed in *more than one* position during the year specified, whereas the number of new registrations includes no duplications of individuals, except a comparatively small number in 1921 who may also have been registered in 1920.

5. CHANGE OF LOCATION OF THE BOSTON OFFICE.

On October 1, the Boston office, which since its establishment in 1906 had been located at 8 Kneeland Street, was removed to a more attractive location at 23-25 Pearl Street, near Post Office Square, and almost directly opposite the new Federal Reserve Bank. The new location is much more central, and it is already evident that there has been a distinct improvement in the class of applicants for positions visiting the office and in the character of positions offered by employers. The change of location resulted in a temporary decrease in the number of applications for positions, more particularly of hotel and restaurant employees, many of whom either had not learned of the removal of the office or were not disposed to walk a further distance to its new location. Fewer chefs seeking waiters and others for hotels and restaurants have visited the office since the change of location, but other employers, most of whom are accustomed to communicate with the office by telephone or mail, continued to send their orders, evidently without being inconvenienced by the change. On the other hand, the change to the new location has resulted in an increase in several branches of work, such as the placement of longshoremen, shippers, metal tradesmen, and employees in wholesale and retail business houses to which the office is now more accessible.

6. ESTABLISHMENT OF A MERCANTILE OFFICE IN BOSTON.

By authority of the Governor and Council, arrangements have been made for opening a mercantile office at 25 Tremont Street, Boston, early in January, 1922. This office, it is believed, will render better service to mercantile employees, such as clerks, stenographers, and bookkeepers, than could be offered at the Pearl Street office, where all classes of help are given consideration. The establishment of this separate mercantile office, centrally located in the business section of the city, makes possible the extension of the public employment service to a field that has not been adequately covered in Boston.

7. CO-OPERATION WITH THE UNITED STATES EMPLOYMENT SERVICE.

The co-operative agreement adopted in January, 1920, and continuing in effect during 1920 and 1921, provides for the payment of the salaries of two Federal employees, one of whom is officially stationed in Boston and the other in Springfield. The Federal office also contributes a small sum for certain contingent expenses, and has granted the use of the franking privilege to designated officials in the State service, thus effecting a large saving in postage to the Commonwealth.

In addition to administering the three State employment offices under the direction of the Commissioner of Labor and Industries, the Director is also Assistant Federal Director of the United States Employment Service, and with the approval of the Commissioner is now co-operating with some sixteen civic organizations which are engaged in placement work, most of which organizations charge no fee for services.

The Department also assists the United States Employment Service in taking a monthly survey relative to the number on pay-rolls of principal industrial establishments in eight Massachusetts cities.

Arrangements have been made with the Director-General of the United States Employment Service for co-operation in maintaining the proposed mercantile office in Boston, in accordance with which a portion of the rental will be contributed

by the Federal office, and one of the two Federal employees will be assigned to that office as examiner-in-charge, who will be assisted by two State employees to be transferred from the Pearl Street office.

8. SPECIAL INQUIRIES.

For the purpose of answering inquiries with reference to the agencies through which gratuitous information can be obtained relative to opportunities for employment, the Department has endeavored to obtain a list of all non-commercial employment agencies in the city of Boston and to show in connection with each agency listed the address and telephone number, the name and official position of the person in charge, the classes of applicants for employment to whom special attention is given, and the customary office hours.¹

The results of an inquiry into the operation of intelligence offices in Boston are presented as an appendix to this report.² The facts cover a period of 11 months, ending November 30, 1921, and relate to the location of the offices, name and title of official in charge, the hours open for business, class of applicants served, scale of fees charged for service, number of placements made, and the total amount received in fees during the period.

9. PERSONNEL.

The number of permanent employees in the three public employment offices at the close of the year was 38, of whom 20 were employed in the Boston office, 11 in the Springfield office, and seven in the Worcester office. During the year two of the employees resigned and the vacancies were promptly filled.

Mr. G. Harry Dunderdale, who has been connected with the Boston office since its establishment in 1906, and who was appointed as Superintendent on May 1, 1915, has continued in charge of that office. The Superintendent of the Springfield office, Mr. Chester W. Allen, appointed January 1, 1909, and the Superintendent of the Worcester office, Mr. William A. Wilder, appointed May 1, 1918, remain in charge of their respective offices.

¹ This information was published under the title "Directory of Non-Commercial Employment Agencies in Boston" as an article in the *Massachusetts Industrial Review* No. 7 (March, 1922) and also reprinted in booklet form for separate distribution.

² See Appendix A, on pages 43 to 47.

These superintendents and the registrars and clerks associated with them have rendered very faithful service during the past year, and, while the records show a marked reduction in the number of persons placed by the several offices when comparisons are made with the records for prior years, the reduction should be attributed to labor market conditions during the year of depression rather than to any lack of zeal on the part of the employees in the offices. They should be commended for the efficient performance of their duties under conditions which called for the exercise of much tact and patience in dealing with applicants for positions, many of whom, in their anxiety to find employment, were unduly persistent and unreasonable in their demand for consideration.

Respectfully submitted,

ROSWELL F. PHELPS,
Director, Public Employment Offices.

REPORTS OF THE SEVERAL OFFICES.**THE BOSTON OFFICE: 23-25 PEARL STREET.¹**

G. HARRY DUNDERDALE, *Superintendent*.

Introductory. The Boston office was opened on December 3, 1906, and has been in continuous operation for over 15 years. In no year of its existence has the work of the office been so seriously affected by industrial depression as during the year 1921. The curtailment of activities in all industries and trades has resulted in a marked reduction in the number of persons called for by employers and in the number of persons for whom positions could be found, while there was an unprecedented increase in the number of applications for positions. Because of the great excess in the number of applicants over the number of positions available, the registrars and their assistants were required to interview two or three times as many applicants as in normal years, with less actual results to show for their efforts.

During the period of depression many applicants for employment have called at this office with letters of introduction from ministers, philanthropists, social workers and others, requesting that special efforts be made to secure employment for the bearers of the letters. These applicants naturally felt confident that with such letters of introduction they would be given preference in assignment to positions. The Superintendent, who handled all these cases personally, frequently found it difficult to convince these applicants that there were no positions available which they were qualified to fill. Their disappointment was therefore keen and they were insistent that the party who sent them to the office assured them that they could obtain employment immediately.

Usually the attitude of applicants for employment who have been out of work for only a short time is one of complacency because they are confident that they will soon obtain a position,

¹ Removed from 8 Kneeland Street to 23-25 Pearl Street on October 1, 1921.

but as the days pass without their finding employment they become anxious and unreasonably insistent that a position be found for them. The registrars must then explain to them that a public employment office cannot find a position for them when the employers are not adding to their force of employees, but that as soon as a position is available they will be notified. Nevertheless, some of the applicants, whose financial resources have become exhausted, become abusive and declare that the State should provide work for them.

Statistical Summary. In the following table are presented data showing the number of offers of positions to applicants, the number of positions reported filled, the number of persons furnished employment, and the number of persons applied for by employers during the period December 1, 1911, to December 31, 1921, comprising 10 years and one month: —

Summary of Business from December 1, 1911, to December 31, 1921.

| CLASSIFICATION. | YEAR ENDING NOVEMBER 30 | | | | | Dec. 1, 1916, to Dec. 31, 1917 ¹ | YEAR ENDING DECEMBER 31 | | | | TOTALS |
|-----------------------------------|-------------------------|--------|--------|--------|--------|---|-------------------------|--------|--------|--------|----------------------------|
| | 1912 | 1913 | 1914 | 1915 | 1916 | | 1918 | 1919 | 1920 | 1921 | 1912- 1921 ² |
| Offers of positions | 61,051 | 58,324 | 37,117 | 30,532 | 42,506 | 43,032 | 40,493 | 34,265 | 35,091 | 22,317 | 404,728 |
| Positions reported filled | 19,554 | 20,971 | 15,724 | 14,491 | 19,120 | 18,747 | 18,125 | 16,885 | 16,910 | 11,734 | 172,261 |
| Persons furnished employment. | 12,216 | 12,981 | 9,148 | 8,416 | 10,774 | 10,971 | 11,743 | 10,235 | 11,022 | 7,021 | 104,527 |
| Persons applied for by employers. | 26,749 | 26,956 | 19,453 | 17,847 | 29,172 | 28,848 | 28,812 | 28,272 | 29,161 | 15,729 | 250,999 |

¹ Covering a period of 13 months.

² Ten years and one month.

During the year 1921 the total number of positions reported filled by the office was 11,734 as compared with 16,910 during the year 1920, showing a decrease of 30.6 per cent, but the decrease in the number of positions reported filled was not relatively as great as the decrease in the number of persons applied for by employers, for the records show that in 1921 the number of persons applied for by employers was 15,729 as compared with 29,161 in 1920, showing a decrease of 46.1 per cent.

The number of individual employers or firms who applied at the office for help in 1921 was 4,270, of whom 92 were non-resident, representing the New England States, New York, New

Jersey, Pennsylvania, North Carolina, South Carolina, Illinois, Florida, Ohio, and Minnesota.

The total number of individual applicants for employment for whom positions were secured in 1921 was 7,021 as compared with 11,022 in 1920, a decrease of 36.3 per cent. Of the 7,021 individual applicants for whom positions were found in 1921, 3,951, or 56.3 per cent, were males and 3,070 were females. Of the 3,951 male applicants who secured positions, 2,655, or 67.2 per cent, were native born and 1,296, or 32.8 per cent, were foreign born. Of 3,070 female applicants who secured positions, 1,730, or 56.4 per cent, were native born and 1,340, or 43.6 per cent, were foreign born.

All positions available were distributed as widely as possible, and of the 7,021 individuals for whom positions were found during the year, only 1,854 were referred to more than one position, and these, for the most part, were day workers for domestic work, of whom the supply was not greatly in excess of the demand. Many of these women were obliged to secure work in order to supplement the family income at a time when their husbands or sons were without remunerative employment, while others were widows having children to support, who were seeking employment as day workers or office cleaners in order that they could continue to maintain their homes and not have their children taken from them and placed in institutions.

Placement of Soldiers, Sailors, and Marines. Notwithstanding the industrial depression, the number of soldiers, sailors, and marines who registered at the Boston office in 1921 was much less than in 1920. In the following table data are presented showing, by months, the number of new registrations, the number referred to positions, and the number reported placed during each of the years 1920 and 1921:—

Number of Soldiers, Sailors, and Marines Registered, Referred to Positions, and Reported Placed by the Boston Office in 1921 and 1920.

| MONTHS. | NUMBER OF NEW REGISTRATIONS | | NUMBER REFERRED TO POSITIONS ¹ | | NUMBER REPORTED PLACED ¹ | |
|-------------------------|-----------------------------|------------|---|--------------|-------------------------------------|------------|
| | 1920 | 1921 | 1920 | 1921 | 1920 | 1921 |
| January | 145 | 66 | 225 | 101 | 94 | 52 |
| February | 147 | 71 | 244 | 108 | 98 | 49 |
| March | 215 | 59 | 325 | 99 | 127 | 47 |
| April | 262 | 77 | 508 | 135 | 206 | 64 |
| May | 275 | 82 | 398 | 128 | 177 | 58 |
| June | 140 | 80 | 244 | 128 | 83 | 75 |
| July | 144 | 65 | 214 | 117 | 96 | 60 |
| August | 201 | 69 | 271 | 117 | 106 | 70 |
| September | 200 | 86 | 274 | 157 | 116 | 85 |
| October | 181 | 85 | 231 | 146 | 80 | 85 |
| November | 83 | 64 | 118 | 121 | 39 | 81 |
| December | 52 | 88 | 89 | 154 | 40 | 86 |
| Totals | 2,045 | 892 | 3,141 | 1,511 | 1,262 | 812 |

¹ The monthly and annual totals include duplications of individuals who were referred to more than one position, or placed in more than one position.

The number of new registrations in 1921 was 892, or only about 43.6 per cent of the corresponding number in 1920. The number referred to positions in 1921 (including some duplications of individuals) was 1,511, of whom 812 (also including some duplications of individuals) were reported as placed, whereas in 1920 the corresponding numbers were 3,141 referred to positions and 1,262 reported placed. The employment bureau for soldiers and sailors, conducted by the American Legion in its offices in the State House, has given special attention to the placement of ex-service men and this will explain, no doubt, why the State office has not been called upon to serve a very large number of these men. Furthermore, it may be true that these men are less inclined to advise the registrars of their former connection with the service than they were shortly following their dismissal from the service.

Change of Location. The Boston office, which since its establishment in 1906 has been located at 8 Kneeland Street, was

removed on October 1, 1921, to a more central location in the business district and to more commodious quarters at 23-25 Pearl Street. The change of address and telephone number resulted for a short time in some decrease in the number of applications for positions and in the number of orders from employers, but by advertising and by mailing announcements of the change of address to employers this temporary embarrassment was soon overcome.

Mercantile Employees. Arrangements have been made for the opening of a "Mercantile Employment Office" at 25 Tremont Street, Boston, to which will be referred all orders for office employees and salespeople and all applicants for positions in offices and stores. The establishment of an office for the purpose of giving special attention to this branch of work is in the nature of an experiment, but it is believed that much better service can be rendered both to employers and applicants for employment at a separate office than at the Pearl Street office, where skilled mechanics, unskilled laborers, and domestic workers constitute a very large proportion of the total number of applicants for employment.

Follow-up Work. An employment office cannot be fully efficient unless it serves, equally well, the interests of employers and employees. During the past year the plan of sending out registrars from the office for a few hours each week to have personal interviews with employers has been extended. By this means it is possible to determine whether or not the office is serving the employers' requirements and at the same time to secure new orders for employees. Likewise, the manifestation of a continued interest in the welfare of employees for whom positions have been secured frequently results in their advising the office as to vacancies which come to their attention either in the establishment where they are employed or elsewhere. Thus, through such a "follow-up system" may be built up an enthusiastic clientele, including both employers and employees, who become helpful in the extension of the work of the office and in improving its methods of operation.

THE SPRINGFIELD OFFICE: WATER AND WORTHINGTON STREETS.

CHESTER W. ALLEN, *Superintendent.*

Introductory. The Springfield office was opened September 4, 1907, on Bridge Street, was removed in 1912 to its present location on the corner of Water and Worthington Streets, and has been in operation for over 14 years. The almost continuous growth in business of the office since its establishment was interrupted by the industrial depression during the winter of 1914 and 1915, but not to the extent that it was affected by the depression during the past year.

The records show that during no month of the year 1921 did the number of persons called for by employers exceed the number called for during the corresponding month in 1920, and in June and November only did the number of positions reported filled exceed the number reported filled during the corresponding months of 1920. Continued unemployment, with many industries operating on part-time or with a greatly reduced force, and a few plants shut down entirely during a part of the year, is, briefly, a description of industrial conditions in the Springfield district in 1921.

Statistical Summary. In the following table data are presented showing the number of offers of positions to applicants, the number of positions reported filled, the number of persons furnished employment, and the number of persons applied for by employers during the period December 1, 1911, to December 31, 1921, comprising 10 years and one month:—

Summary of Business from December 1, 1911, to December 31, 1921.

| CLASSIFICATION. | YEAR ENDING NOVEMBER 30 | | | | | Dec. 1, 1916, to Dec. 31, 1917 ¹ | YEAR ENDING DECEMBER 31 | | | | TOTALS |
|-----------------------------------|-------------------------|--------|-------|-------|--------|---|-------------------------|--------|--------|--------|---------|
| | 1912 | 1913 | 1914 | 1915 | 1916 | | 1918 | 1919 | 1920 | 1921 | |
| Offers of positions | 11,077 | 12,372 | 7,913 | 9,615 | 17,617 | 19,408 | 19,687 | 18,201 | 16,742 | 12,081 | 144,713 |
| Positions reported filled | 5,392 | 6,325 | 4,685 | 6,106 | 10,999 | 12,344 | 12,576 | 12,287 | 12,044 | 9,689 | 92,447 |
| Persons furnished employment. | 2,819 | 2,965 | 2,032 | 2,528 | 4,264 | 4,324 | 5,187 | 4,438 | 4,203 | 3,062 | 35,822 |
| Persons applied for by employers. | 7,845 | 9,229 | 6,263 | 7,571 | 14,726 | 16,972 | 18,823 | 17,042 | 17,038 | 11,807 | 127,316 |

¹ Covering a period of 13 months.² Ten years and one month.

The total number of persons called for by employers during the year 1921 was 11,807 (5,832 males and 5,975 females) as compared with 17,038 (11,304 males and 5,734 females) in 1920, and the total number of positions reported filled in 1921 was 9,689 (4,860 males and 4,829 females) as compared with 12,044 (7,904 males and 4,140 females) who were reported placed in 1920. Positions were secured for 3,062 individual applicants as compared with 4,203 in 1920. The number of male applicants for whom positions were secured was 1,919 as compared with 3,287 in 1920, while 1,143 females were placed in employment in 1921, or 227 more than during the previous year. Of the 1,919 males who secured employment, 1,244, or 64.8 per cent, were native born; while of the 1,143 females, 741, or 64.8 per cent, were native born.

During the year, 101,640 persons were interviewed by the registrars of employment (88,440 in the men's department and 13,200 in the women's department) as compared with 42,993 interviewed in 1920 (35,777 in the men's department and 7,216 in the women's department). A larger percentage of the positions offered by employers was filled in 1921 than in 1920, 80.2 per cent having been filled in 1921 as compared with 71.9 per cent in 1920.

Since the office first opened in September, 1907, 15,392 individual employers have applied for help, of whom 3,291 have placed orders this year. Of these 3,291 individual employers, 1,877 have applied in former years and 1,414 used the office for the first time; 73 were not residents of Massachusetts. The total number of employers who placed orders for help during the year showed a gain of 13 per cent over the number in 1920, and the number of those who placed orders for the first time showed a gain of 43 per cent.

Skilled Males. The demand for men in the metal trades was dull throughout the year. Few calls for all-round machinists were received. There was also a large decrease in the demand for machine operators, although the number called for was eight times greater than in the case of machinists. A large percentage of the orders for this class of help was received in August, September, October, and November. There were very few positions open for molders, welders, or machine woodworkers.

Of the orders for men in the metal trades, 57 per cent were filled. That the percentage was not greater was due in part to the fact that positions were often filled before the registrar could refer applicants, as men in the metal trades were available at all times.

The demand for skilled workmen in the building trades was fair throughout the year, and the demand for carpenters was greater than that for men in any other of the building trades. Many of the carpenters were employed on repair work, with the exception of a few who were sent to work in New York State. The demand for painters was also fair and the number of men applying was large, but the demand for masons, bricklayers, lathers, and plasterers was small. About 75 per cent of the orders for men in the building trades were filled.

Auto painters, stripers, rubbers, varnishers, and body men were in fair demand until August, although at no time was the supply sufficient to readily fill the positions with first-class men. In the printing trades first-class printers, compositors, and cylinder-press feeders were scarce, and about 30 per cent of the positions open were filled. There were 21 positions offered for stationary engineers and eight were filled. Firemen were plentiful, 25 being called for and 19 placed. Chauffeurs were at all times numerous, but were not in great demand, and most of the positions offered were readily filled. Machine helpers or boys for apprentice work were not in demand. Of the total number of positions open in the men's skilled help department, 60 per cent were filled.

Unskilled Males. There was very little demand for common laborers throughout the year, while the number of orders received for casual workers and general workers was only fair. There were at all times so many men out of work that no difficulty was experienced in readily filling these positions. The usual demand for hotel and restaurant work during the summer months was lacking this year and all openings were easily filled. Men seemed more disposed to retain their positions during the depression than for several years past.

Farm Labor. The supply of farm help was sufficient throughout the year to fill all the farm positions where a reasonable wage was offered and where the location of the farm was not

at too great a distance from Springfield. The total number of persons called for by employers for agricultural work during 1921 was 1,124 (1,027 men and 97 women), and the total number reported placed was 851 (754 men and 97 women). The women were employed during the tobacco harvest and were hired at the office and transported in trucks to the farms. Of the total number of positions in agricultural work offered by employers, 75.7 per cent were filled. During the tobacco harvest in August 319 persons were called for and 281 were placed. The wages offered to single farm hands ranged from \$30 to \$40 per month with board and room, although in a few cases higher wages were offered. For married men the wages offered ranged from \$50 to \$65 per month with house rent, fuel, milk, and in some cases vegetables.

Women and Girls. Industrial conditions throughout the year have been such that business in the women's department has been chiefly confined to domestic lines. The office and shop positions offered have been easily filled. Lists of available applicants have been on file whenever the demand seemed to warrant it. Women and girls applied for store and office positions in increasing numbers until, in November, applicants for such positions constituted a large majority of the total number of female applicants for positions.

Competent general maids with references were scarce. More general maids were placed each month, beginning in January, than during any prior month since the close of the war. In May a number of young Irish girls who had recently arrived were placed. These, together with a few English and Scotch who applied for various kinds of work, were the only immigrant applicants. Hotels and restaurants seldom had any difficulty in securing help, but institutions were not as successful in this respect. It was difficult to secure an adequate number of cooks, kitchen maids, and laundresses. Except during December there was an oversupply of waitresses, especially for restaurants.

In January, so many women applied for day work that it seemed best to keep a record of the oversupply. The change from a shortage had come so quickly that one needed the actual figures to realize its significance. During the year there were

7,404 applications by women for day work, including applications from many women who applied more than once, and 4,130 positions were reported filled.

Special efforts were made to distribute the day work as widely as possible, so that new workers could be helped to find work and additional families could be aided in this way. Fortunately, the demand was good, owing to the continued scarcity of competent maids. Late in July and throughout August nearly a hundred girls and women were sent out to work on tobacco.

Soldiers, Sailors, and Marines. Much attention has been given during the year to the placement, in permanent positions, of honorably discharged service men, and, with the continued co-operation of employers, fair success has been attained. An employee of the United States Employment Service, assigned to this office, has devoted a portion of his time to the placement of handicapped ex-service men, or of others who were in special need of work. In the following table data are presented showing, by months, the number of new registrations, the number referred to positions, and the number reported placed in 1920 and 1921:—

Number of Soldiers, Sailors, and Marines Registered, Referred to Positions, and Reported Placed by the Springfield Office in 1920 and 1921.

| MONTHS. | NUMBER OF NEW REGISTRATIONS | | NUMBER REFERRED TO POSITIONS ¹ | | NUMBER REPORTED PLACED ¹ | |
|-------------------------|-----------------------------|------------|---|------------|-------------------------------------|------------|
| | 1920 | 1921 | 1920 | 1921 | 1920 | 1921 |
| January | 42 | 6 | 170 | 58 | 94 | 41 |
| February | 47 | 5 | 196 | 65 | 131 | 57 |
| March | 105 | 11 | 256 | 64 | 142 | 46 |
| April | 58 | 21 | 163 | 52 | 96 | 33 |
| May | 47 | 11 | 148 | 47 | 86 | 27 |
| June | 58 | 12 | 159 | 33 | 101 | 17 |
| July | 26 | 11 | 101 | 36 | 61 | 15 |
| August | 55 | 22 | 170 | 89 | 94 | 62 |
| September | 23 | 8 | 114 | 52 | 72 | 37 |
| October | 19 | 15 | 90 | 64 | 35 | 48 |
| November | 8 | 16 | 59 | 83 | 34 | 69 |
| December | 3 | 7 | 39 | 37 | 23 | 32 |
| Totals | 491 | 145 | 1,665 | 680 | 969 | 484 |

¹ The monthly and annual totals include duplications of individuals who were referred to more than one position, or placed in more than one position.

The number of new registrations in 1921 was only 145 as compared with 491 in 1920. The number referred to positions (including individuals who were referred to more than one position) decreased from 1,665 in 1920 to 680 in 1921, and the number reported placed (including duplications of individuals) decreased from 969 to 484. The very marked reductions noted were probably due to the fact that a large percentage of those who served during the war have already obtained permanent positions, and that many of those who applied for positions in 1921 were temporarily out of employment or did not wish a permanent position.

Special Service. Field work has been carried on throughout the year by registrars who have been assigned to this work from time to time. The cases of handicapped persons and of others who needed individual attention were taken up directly with employers in order to secure suitable positions for such persons. Visits have been made to manufacturers and other employers of labor not only to obtain orders but also to explain the facilities of the office for supplying competent help and to inquire as to whether or not the service rendered was satisfactory. Publicity has been maintained by publishing in the press monthly reports of the business of the office and surveys of industrial conditions. News items concerning labor conditions and employment problems have also been published from time to time. Newspaper advertising has been done to a limited extent.

THE WORCESTER OFFICE: 48-52 GREEN STREET.

WILLIAM A. WILDER, *Superintendent.*

Introductory. The Worcester office was opened September 15, 1913, at its present location and has been continuously operated for over eight years. The records of the office for 1921 show the effect of the business depression on the work of the office. Not since the depression during the winter of 1914-15 has there been such a small demand for help from employers, nor has such a small number of positions been filled. During only one month of the year, December, did the business transacted exceed that for the corresponding month in 1920.

With the office filled from day to day with applicants seeking employment, and with only comparatively few orders being received for help, various methods were adopted in order to find positions for applicants. Visits were made to factories and mercantile establishments, letters were sent to housekeepers and industrial concerns both in and out of the city, and want advertisements in the newspapers were closely watched and answered. By these methods some additional positions were found, but for the most part they were of a temporary character.

Statistical Summary. For the purpose of showing, comparatively for a series of years, the extent to which the office has been able to serve employers and applicants for employment, the following data are here presented:—

Summary of Business from September 15, 1913, to December 31, 1921.

| CLASSIFICATION. | YEAR ENDING NOVEMBER 30 | | | | Dec. 1, 1916, to Dec. 31, 1917 ² | YEAR ENDING DECEMBER 31 | | | | TOTALS |
|-----------------------------------|-------------------------|-------|--------|--------|---|-------------------------|--------|--------|-------|---------|
| | 1913 ¹ | 1914 | 1915 | 1916 | | 1918 | 1919 | 1920 | 1921 | |
| Offers of positions . | 1,822 | 7,561 | 10,365 | 16,515 | 17,887 | 17,519 | 14,258 | 14,099 | 9,127 | 109,153 |
| Positions reported filled. | 552 | 3,176 | 5,150 | 8,398 | 9,681 | 9,034 | 8,443 | 8,566 | 7,133 | 60,133 |
| Persons furnished employment. | 479 | 2,152 | 3,156 | 4,137 | 4,282 | 4,489 | 3,422 | 3,379 | 2,240 | 27,736 |
| Persons applied for by employers. | 1,089 | 4,387 | 7,316 | 15,152 | 16,253 | 14,923 | 12,941 | 12,376 | 8,574 | 93,011 |

¹ Office open two and one-half months only in 1913.² Covering a period of thirteen months.³ Eight years and three and one-half months.

The total number of positions reported filled by the office in 1921 was 7,133 as compared with 8,566 filled in 1920, showing a decrease of 16.7 per cent, but this decrease was, relatively, not as great as the decrease in the number of persons applied for by employers, — from 12,376 in 1920 to 8,574 in 1921, or 30.7 per cent.

During the year 2,240 individual applicants (1,431 males and 809 females) secured positions through the office. Of the males, 1,112 secured one position and 319 more than one; 762 were native born and 669 foreign born; 919 were single and 512 married. Of the females, 491 secured one position and 318 more than one; 401 were native born and 408 foreign born, 388 were single and 421 married.

The number of individual employers who applied at the office for help during the year was 2,767, and of this number 1,239 applied for the first time. Only 21 of the employers who placed orders were non-residents.

Males. The number of placements in the men's department in 1921 was 2,847, or 33.4 per cent less than the number (4,277) placed in 1920. There was practically no demand for machinists, as the machine tool industry, one of the most important industries in the Worcester district, was very inactive throughout the entire year. A few tool makers and machine operators were hired through the office at odd times, whereas in former years such workmen constituted a large percentage of the total number of skilled males placed by this office.

Increased activity in the textile mills was reported as early as March, 1921, and orders for weavers, spinners, and loomfixers were received. The number called for was small at first, but gradually increased until August when a decrease was noted, and at the close of the year comparatively few orders for these operatives were received.

A very small number of orders for building mechanics and helpers was received because contractors were able to engage on the job about all help required. During September and October a number of carpenters and painters were placed on temporary work, mostly repairing. The number of stationary engineers hired through the office compared favorably with other years and at no time was there a great surplus, but the

placements of stationary firemen constituted only a small percentage of those available. The demand for men in other trades and for clerical help continued small during the year.

Many of the applicants for employment were willing to accept work of any kind, and, consequently, the task of selecting a few for the small number of unskilled positions offered was no easy one, and there was very little to offer except temporary jobs. The ice storm in November provided emergency employment for a number of laborers. There was a large supply of woodsmen in the fall, but very little demand for their services. Fewer farm hands were called for than in 1920 but more were placed. The average wage offered was about \$35, and, although applicants for this work were numerous, at no time was there an oversupply of experienced farm hands and milkers.

Females. The work of the women's department was much less seriously affected by the depression than was that of the men's department. The number of positions filled in 1921 was 4,286, or only three less than in 1920, but there was a noticeable change in the desirability of the positions offered. Comparatively few orders for office employees were received, except during the later months of the year when some improvement was noted. During the early part of 1921 few positions for factory workers were offered. Later in the spring and summer, orders for woolen weavers and drawers-in were received, but most of the mills were at a distance and for this reason many of the applicants declined to accept the positions. Press operators and bench hands were needed in the fall and many were placed. Several canvassers, for work entirely on a commission basis, were hired through the office.

Because of the lack of orders for factory workers there was a large increase in the number of applications for work in hotels and institutions, but very few orders were received for such workers. Even in the summer there was no large demand for help at the resorts. Girls seeking domestic work applied in greater numbers than for several years past, but many of them were not disposed to accept the positions because they considered the wages inadequate or the working conditions unsatisfactory. With a large and exceptionally good class of day workers on hand every morning it was possible to fill nearly all positions offered.

Soldiers, Sailors, and Marines. Continued endeavor was made during the year to find positions for ex-service men. The following table furnishes a record of this work during the years 1920 and 1921:—

Number of Soldiers, Sailors, and Marines Registered, Referred to Positions, and Reported Placed by the Worcester Office in 1920 and 1921.

| MONTHS. | NUMBER OF NEW REGISTRATIONS | | NUMBER REFERRED TO POSITIONS ¹ | | NUMBER REPORTED PLACED ¹ | |
|-------------------------|-----------------------------|------------|---|------------|-------------------------------------|------------|
| | 1920 | 1921 | 1920 | 1921 | 1920 | 1921 |
| January | 45 | 15 | 101 | 36 | 46 | 23 |
| February | 45 | 6 | 80 | 21 | 25 | 16 |
| March | 67 | 20 | 121 | 47 | 47 | 37 |
| April | 66 | 10 | 109 | 42 | 41 | 31 |
| May | 41 | 15 | 84 | 40 | 43 | 24 |
| June | 42 | 17 | 80 | 46 | 36 | 27 |
| July | 70 | 13 | 130 | 33 | 80 | 27 |
| August | 50 | 13 | 110 | 37 | 58 | 29 |
| September | 26 | 9 | 72 | 44 | 44 | 38 |
| October | 26 | 19 | 54 | 45 | 42 | 38 |
| November | 19 | 20 | 41 | 42 | 24 | 37 |
| December | 7 | 26 | 26 | 38 | 29 | 26 |
| Totals | 504 | 183 | 1,008 | 471 | 515 | 353 |

¹ The monthly and annual totals include duplications of individuals who were referred to more than one position, or placed in more than one position.

The data presented in the foregoing table show that there was a marked decrease in the number of ex-service men who applied for positions at the office in 1921 when compared with the number who applied in 1920. Likewise there was a decrease in the number referred to positions and in the number reported placed. Attention should be called to the fact that in each year a large number of men were referred to more than one position and also that a large number were placed in more than one position. This will explain why the numbers referred to positions and the numbers reported placed (which included duplications of individuals) exceeded the corresponding numbers of new registrations in each year.

STATISTICAL TABLES.

TABLE I. — *Summary of Business of All Offices from December 1, 1910, to December 31, 1921.*

| CLASSIFICATION. | YEAR ENDING NOVEMBER 30 | | | | | | Dec. 1, 1916 to Dec. 31, 1917 ³ | YEAR ENDING DE- CEMBER 31 | | | | TOTALS 1911- 1921 |
|-----------------------------------|-------------------------|--------|-------------------|-------------------|-------------------|-------------------|--|------------------------------|--------|--------|--------|-------------------------|
| | 1911 | 1912 | 1913 ¹ | 1914 ² | 1915 ² | 1916 ² | | 1918 | 1919 | 1920 | 1921 | |
| Offers of positions | 58,172 | 74,089 | 74,113 | 53,858 | 51,580 | 78,157 | 80,734 | 77,699 | 66,724 | 65,932 | 43,525 | 724,583 |
| Positions reported filled. | 21,158 | 26,587 | 29,117 | 24,710 | 26,689 | 39,865 | 41,155 | 39,735 | 37,615 | 37,520 | 28,556 | 352,707 |
| Persons furnished employment. | 13,205 | 15,711 | 16,835 | 13,644 | 14,304 | 19,413 | 19,577 | 21,419 | 18,095 | 18,604 | 12,323 | 183,130 |
| Persons applied for by employers. | 30,632 | 36,834 | 39,230 | 31,565 | 33,906 | 60,782 | 62,541 | 62,558 | 58,255 | 58,575 | 36,110 | 510,988 |

¹ The figures for 1913 are for a full 12 months for the Boston and Springfield offices, 11 months for the Fall River office (this office having been closed during August), and two and one-half months for the Worcester office.

² The figures for 1914, 1915, and 1916 are for a full 12 months for the Boston, Springfield and Worcester offices, and 11 months for the Fall River office.

³ The figures for 1917 are for 13 months for the Boston, Springfield, and Worcester offices and four months for the Fall River office, this office having been discontinued March 31, 1917.

TABLE II. — *Summary of Business of the Boston Office during the Year ending December 31, 1921, with Comparable Data for 1920.*

| CLASSIFICATION. | 1921 | | | 1920 | Per Cent of Increase (+) or Decrease (-) |
|--|--------|---------|--------|--|---|
| | Males | Females | Totals | Totals (For Di- vision by Sex, see Report for 1920) | |
| Applications from Employers . . . | - | - | 13,122 | 21,635 | -39.35 |
| Individual Employers who Applied for Help. | - | - | 4,270 | 5,455 | -21.72 |
| Persons Applied for by Employers . | 7,469 | 8,260 | 15,729 | 29,161 | -46.06 |
| Positions offered Applicants . . . | 11,107 | 11,210 | 22,317 | 35,091 | -36.40 |
| Positions Reported Filled . . . | 5,509 | 6,225 | 11,734 | 16,910 | -30.61 |
| Individuals for whom one Position only was secured. | 3,123 | 2,044 | 5,167 | 8,832 | -41.50 |
| Individuals for whom more than one Position was secured. | 828 | 1,026 | 1,854 | 2,190 | -15.34 |
| Total for whom Positions were secured . | 3,951 | 3,070 | 7,021 | 11,022 | -36.30 |

TABLE III. — *Summary of Business of the Springfield Office during the Year ending December 31, 1921, with Comparable Data for 1920.*

| CLASSIFICATION. | 1921 | | | 1920 | Per Cent of Increase (+) or Decrease (—) |
|--|-------|---------|--------|---|--|
| | Males | Females | Totals | Totals (For Division by Sex, see Report for 1920) | |
| Applications from Employers . . . | — | — | 9,187 | 10,960 | —16.18 |
| Individual Employers who Applied for Help. | — | — | 3,291 | 2,908 | +13.17 |
| Persons Applied for by Employers . | 5,832 | 5,975 | 11,807 | 17,038 | —30.70 |
| Positions offered Applicants . . . | 6,012 | 6,069 | 12,081 | 16,742 | —27.84 |
| Positions Reported Filled . . . | 4,860 | 4,829 | 9,689 | 12,044 | —19.55 |
| Individuals for whom one Position only was secured. | 1,306 | 629 | 1,935 | 2,816 | —31.29 |
| Individuals for whom more than one Position was secured. | 613 | 514 | 1,127 | 1,387 | —18.75 |
| Total for whom Positions were secured . | 1,919 | 1,143 | 3,062 | 4,203 | —27.15 |

TABLE IV. — *Summary of Business of the Worcester Office during the Year ending December 31, 1921, with Comparable Data for 1920.*

| CLASSIFICATION. | 1921 | | | 1920 | Per Cent of Increase (+) or Decrease (—) |
|--|-------|---------|--------|---|--|
| | Males | Females | Totals | Totals (For Division by Sex, see Report for 1920) | |
| Applications from Employers . . . | — | — | 7,206 | 9,265 | —22.22 |
| Individual Employers who Applied for Help. | — | — | 2,767 | 2,785 | —0.65 |
| Persons Applied for by Employers . | 3,411 | 5,163 | 8,574 | 12,376 | —30.72 |
| Positions offered Applicants . . . | 4,173 | 4,954 | 9,127 | 14,099 | —35.26 |
| Positions Reported Filled . . . | 2,847 | 4,286 | 7,133 | 8,566 | —16.73 |
| Individuals for whom one Position only was secured. | 1,112 | 491 | 1,603 | 2,509 | —36.11 |
| Individuals for whom more than one Position was secured. | 319 | 318 | 637 | 870 | —26.78 |
| Total for whom Positions were secured . | 1,431 | 809 | 2,240 | 3,379 | —33.71 |

TABLE V. — *Comparative Summary of Business of Each Office during the Year ending December 31, 1921.*

| CLASSIFICATION. | Working Days | Number of Applications from Employers | Aggregate Number of Persons Called for | Daily Average | POSITIONS OFFERED APPLICANTS | | POSITIONS REPORTED FILLED | | Percentages of Positions Filled of Persons Called for |
|-----------------------|------------------------|---------------------------------------|--|---------------|------------------------------|---------------|---------------------------|---------------|---|
| | | | | | Number | Daily Average | Number | Daily Average | |
| Boston: | | | | | | | | | |
| Males . . . | 303 | 5,651 | 7,460 | 24.65 | 11,107 | 36.65 | 5,509 | 18.18 | 73.76 |
| Females . . | 303 | 7,431 | 8,260 | 27.26 | 11,210 | 37.00 | 6,225 | 20.55 | 75.36 |
| Total . . | 303¹ | 13,082 | 15,729 | 51.91 | 22,317 | 73.65 | 11,734 | 38.73 | 74.60 |
| Springfield: | | | | | | | | | |
| Males . . . | 304 | 3,555 | 5,832 | 19.18 | 6,012 | 19.78 | 4,860 | 15.99 | 83.33 |
| Females . . | 304 | 5,632 | 5,975 | 19.66 | 6,069 | 19.96 | 4,829 | 15.88 | 80.82 |
| Total . . | 304 | 9,187 | 11,807 | 38.84 | 12,081 | 39.74 | 9,689 | 31.87 | 82.06 |
| Worcester: | | | | | | | | | |
| Males . . . | 304 | 2,333 | 3,411 | 11.22 | 4,173 | 13.72 | 2,847 | 9.37 | 83.47 |
| Females . . | 304 | 4,873 | 5,163 | 16.98 | 4,954 | 16.30 | 4,286 | 14.10 | 83.01 |
| Total . . | 304 | 7,206 | 8,574 | 28.20 | 9,127 | 30.02 | 7,133 | 23.47 | 83.19 |
| Three Offices: | | | | | | | | | |
| Males . . . | — | 11,539 | 16,712 | 55.05 | 21,292 | 70.15 | 13,216 | 43.54 | 79.08 |
| Females . . | — | 17,936 | 19,398 | 63.90 | 22,233 | 73.26 | 15,340 | 50.53 | 79.08 |
| Total . . | — | 29,475 | 36,110 | 118.95 | 43,525 | 143.41 | 28,556 | 94.07 | 79.08 |

TABLE VI. — *Summary, by Months, of Business of the Three Offices during the Year ending December 31, 1921.*

| MONTHS. | Working Days | Number of Applications from Employers | Aggregate Number of Persons Called for | Daily Average | POSITIONS OFFERED APPLICANTS | | POSITIONS REPORTED FILLED | | Percentages of Positions Filled of Persons Called for |
|-------------------|-----------------|---------------------------------------|--|---------------|------------------------------|---------------|---------------------------|---------------|---|
| | | | | | Number | Daily Average | Number | Daily Average | |
| January . . . | 25 | 1,945 | 2,330 | 93.20 | 2,914 | 116.56 | 1,804 | 72.16 | 77.42 |
| February . . . | 23 | 1,869 | 2,527 | 109.87 | 3,075 | 133.70 | 1,943 | 84.48 | 76.89 |
| March | 27 | 2,798 | 3,242 | 120.07 | 3,879 | 143.67 | 2,437 | 90.26 | 75.17 |
| April | 25 | 2,974 | 3,424 | 136.96 | 4,018 | 160.72 | 2,660 | 106.40 | 77.69 |
| May | 25 | 2,867 | 3,496 | 139.84 | 4,159 | 166.36 | 2,679 | 107.16 | 76.63 |
| June | 26 ¹ | 2,855 | 3,515 | 137.55 | 4,059 | 159.17 | 2,844 | 111.14 | 80.91 |
| July | 25 | 2,220 | 2,655 | 106.20 | 3,174 | 126.96 | 2,151 | 86.04 | 81.02 |
| August | 27 | 2,507 | 3,154 | 116.81 | 3,861 | 143.00 | 2,559 | 94.78 | 81.14 |
| September . . | 25 | 2,994 | 3,683 | 147.32 | 4,417 | 176.68 | 2,783 | 111.32 | 75.56 |
| October | 25 | 2,566 | 3,226 | 129.04 | 3,982 | 159.28 | 2,622 | 104.88 | 81.28 |
| November . . . | 25 | 2,053 | 2,629 | 105.16 | 3,263 | 130.52 | 2,215 | 88.60 | 84.25 |
| December . . . | 26 | 1,827 | 2,229 | 85.73 | 2,724 | 104.77 | 1,859 | 71.50 | 83.40 |
| Totals . . | 304 | 29,475 | 36,110 | 118.95 | 43,525 | 143.41 | 28,556 | 94.07 | 79.08 |

¹ The Boston Office was open 25 days in June.

TABLE VII. — *Classification, by Occupations, of "Persons Called for" and*

| | INDUSTRIES AND OCCUPATIONS. | BOSTON | |
|----|---|-----------------------|---------------------|
| | | Persons Called for | Positions Filled |
| 1 | Agriculture: | 220 | 172 |
| 2 | Farm hands, gardeners, dairy hands, etc. | 180 | 149 |
| 3 | Agricultural laborers | — | — |
| 4 | Others | 40 | 23 |
| 5 | Building and Construction: | 1,195 | 982 |
| 6 | Carpenters | 290 | 265 |
| 7 | Electricians (inside and out) | 63 | 42 |
| 8 | Painters, paperhangers, etc. | 431 | 371 |
| 9 | Pipe fitters and plumbers | 160 | 118 |
| 10 | Roofers and sheet-metal workers | 62 | 47 |
| 11 | Structural-iron workers | 3 | 2 |
| 12 | Other building trades mechanics | 92 | 60 |
| 13 | Building trades helpers | 94 | 77 |
| 14 | Casual Workers | 2,752 | 2,689 |
| 15 | Chemicals, Oils, Paints, etc. | 40 | 30 |
| 16 | Clay, Glass, and Stone Products | 11 | 7 |
| 17 | Clerical, Professional, and Technical: | 651 | 485 |
| 18 | Bookkeepers, accountants, and cashiers | 107 | 48 |
| 19 | Draftsmen | 4 | 3 |
| 20 | Office clerks | 91 | 52 |
| 21 | Stenographers and typists | 156 | 90 |
| 22 | Teachers | — | — |
| 23 | Others | 293 | 292 |
| 24 | Clothing and Textiles: | 921 | 559 |
| 25 | Dressmakers and seamstresses | 26 | 20 |
| 26 | Garment workers | 510 | 283 |
| 27 | Hat, cap, and millinery workers | 120 | 97 |
| 28 | Shirt, collar, and cuff workers | — | — |
| 29 | Textile workers | 33 | 11 |
| 30 | Others | 232 | 148 |
| 31 | Common Labor (not casual workers) | 313 | 262 |
| 32 | Domestic and Personal Service: | 5,148 | 3,770 |
| 33 | Chambermaids | 420 | 312 |
| 34 | Cooks and chefs | 525 | 361 |
| 35 | Domestics | 375 | 284 |
| 36 | Kitchen and pantry workers | 1,489 | 1,206 |
| 37 | Laundry, cleaning, dyeing, etc. | 212 | 126 |
| 38 | Matrons and hotel housekeepers | 1 | — |
| 39 | Nurses and attendants | 104 | 77 |
| 40 | Waiters, waitresses, and bus-boys | 1,409 | 955 |
| 41 | Others | 613 | 449 |
| 42 | Food, Beverages, and Tobacco: | 264 | 166 |
| 43 | Bakery and confectionery workers | 157 | 91 |
| 44 | Meat and butcher workmen | 23 | 5 |
| 45 | Cannery workers | 18 | 14 |
| 46 | Cigar, cigarette, and tobacco workers | 8 | 8 |
| 47 | Others | 58 | 48 |
| 48 | Leather, Rubber, and Allied Products: | 337 | 285 |
| 49 | Boot and shoe workers | 47 | 20 |
| 50 | Fur and glove workers | 17 | 14 |
| 51 | Rubber workers | 127 | 100 |
| 52 | Others | 196 | 151 |
| 53 | Lumber: | — | — |
| 54 | Skilled woodsmen | — | — |
| 55 | Woods laborers | — | — |

"Positions Filled" at Each Office during the Year ending December 31, 1921.

| SPRINGFIELD | | WORCESTER | | TOTALS | | |
|--------------------|------------------|--------------------|------------------|--------------------|------------------|----|
| Persons Called for | Positions Filled | Persons Called for | Positions Filled | Persons Called for | Positions Filled | |
| 1,124 | 851 | 406 | 314 | 1,750 | 1,337 | 1 |
| 1,027 | 754 | 395 | 305 | 1,602 | 1,208 | 2 |
| 97 | 97 | 10 | 8 | 107 | 105 | 3 |
| — | — | 1 | 1 | 41 | 24 | 4 |
| 414 | 303 | 302 | 245 | 1,911 | 1,530 | 5 |
| 185 | 143 | 91 | 80 | 566 | 488 | 6 |
| 23 | 11 | 11 | 8 | 97 | 61 | 7 |
| 101 | 85 | 65 | 53 | 597 | 509 | 8 |
| 14 | 5 | 19 | 14 | 193 | 137 | 9 |
| 22 | 16 | 19 | 14 | 103 | 77 | 10 |
| 1 | 1 | 1 | 1 | 5 | 4 | 11 |
| 55 | 31 | 30 | 23 | 177 | 114 | 12 |
| 13 | 11 | 66 | 52 | 173 | 140 | 13 |
| 7,182 | 7,008 | 5,153 | 5,089 | 15,087 | 14,786 | 14 |
| — | — | — | — | 40 | 30 | 15 |
| 7 | 1 | 7 | 1 | 25 | 9 | 16 |
| 63 | 31 | 67 | 31 | 781 | 547 | 17 |
| 20 | 8 | 10 | 5 | 137 | 61 | 18 |
| 4 | 1 | 5 | — | 13 | 4 | 19 |
| 15 | 11 | 18 | 10 | 124 | 73 | 20 |
| 23 | 11 | 29 | 8 | 208 | 109 | 21 |
| — | — | — | — | — | — | 22 |
| 1 | — | 5 | 8 | 299 | 300 | 23 |
| 228 | 93 | 304 | 189 | 1,453 | 841 | 24 |
| 17 | 12 | 18 | 4 | 61 | 36 | 25 |
| 78 | 35 | 28 | 13 | 616 | 331 | 26 |
| 1 | 1 | 63 | 55 | 184 | 153 | 27 |
| — | — | 2 | 5 | 2 | 5 | 28 |
| 123 | 39 | 173 | 100 | 329 | 150 | 29 |
| 9 | 6 | 20 | 12 | 261 | 166 | 30 |
| 130 | 83 | 267 | 198 | 710 | 543 | 31 |
| 1,547 | 639 | 1,121 | 398 | 7,816 | 4,807 | 32 |
| 132 | 58 | 31 | 16 | 583 | 386 | 33 |
| 185 | 81 | 87 | 28 | 797 | 470 | 34 |
| 842 | 257 | 788 | 235 | 1,975 | 776 | 35 |
| 218 | 141 | 120 | 80 | 1,827 | 1,427 | 36 |
| 66 | 37 | 17 | 11 | 295 | 174 | 37 |
| 13 | 5 | 2 | — | 16 | 5 | 38 |
| 12 | 7 | 20 | 6 | 136 | 90 | 39 |
| 84 | 33 | 44 | 17 | 1,537 | 1,005 | 40 |
| 25 | 20 | 12 | 5 | 650 | 474 | 41 |
| 134 | 95 | 17 | 12 | 415 | 273 | 42 |
| 46 | 25 | 11 | 8 | 214 | 124 | 43 |
| 9 | 5 | 1 | 1 | 33 | 11 | 44 |
| — | — | — | — | 18 | 14 | 45 |
| 58 | 50 | — | — | 66 | 58 | 46 |
| 21 | 15 | 5 | 3 | 84 | 66 | 47 |
| 14 | 4 | 56 | 28 | 457 | 317 | 48 |
| 1 | — | 26 | 11 | 74 | 31 | 49 |
| — | — | 9 | 7 | 26 | 21 | 50 |
| 2 | 2 | 9 | 5 | 138 | 107 | 51 |
| 11 | 2 | 12 | 5 | 219 | 158 | 52 |
| 68 | 49 | 100 | 94 | 168 | 143 | 53 |
| 4 | — | 35 | 30 | 39 | 30 | 54 |
| 64 | 49 | 65 | 64 | 129 | 113 | 55 |

TABLE VII. — *Classification, by Occupations, of "Persons Called*

| | INDUSTRIES AND OCCUPATIONS. | BOSTON | |
|-----|---|--------------------|------------------|
| | | Persons Called for | Positions Filled |
| 56 | Metals and Machinery: | 482 | 323 |
| 57 | Auto mechanics and garage workers | 79 | 40 |
| 58 | Blacksmiths and boilermakers | 20 | 10 |
| 59 | Machinists, tool and die makers | 80 | 66 |
| 60 | Machine hands and specialists | 64 | 45 |
| 61 | Millwrights | 14 | 14 |
| 62 | Molders and core makers | 8 | 2 |
| 63 | Polishers, buffers, platers, etc. | 53 | 28 |
| 64 | Welders and cutters | 5 | 10 |
| 65 | Helpers and handy men, all trades | 26 | 16 |
| 66 | Others | 133 | 92 |
| 67 | Musical Instruments: | 12 | 12 |
| 68 | Instrument makers | 1 | 1 |
| 69 | Others | 11 | 11 |
| 70 | Paper and Printing: | 568 | 364 |
| 71 | Paper and pulp mill workers | 20 | 13 |
| 72 | Paper-box and bag makers | 37 | 26 |
| 73 | Printers and pressmen | 166 | 88 |
| 74 | Feeders and bindery workers | 250 | 172 |
| 75 | Others | 95 | 65 |
| 76 | Shipbuilding: | 743 | 203 |
| 77 | Riveters, chippers, calkers, and reamers | 104 | 30 |
| 78 | Ship fitters | 1 | 1 |
| 79 | Ship carpenters | 30 | 2 |
| 80 | Shipbuilding laborers | 21 | 12 |
| 81 | Other distinct occupations | 587 | 158 |
| 82 | Theatres and Amusements | 19 | 9 |
| 83 | Transportation and Public Utilities: | 205 | 118 |
| 84 | Chauffeurs and auto-truck drivers | 74 | 37 |
| 85 | Teamsters, stablemen, and deliverymen | 87 | 59 |
| 86 | Telephone and telegraph workers | 17 | 12 |
| 87 | Track workers | — | — |
| 88 | Trainmen, dispatchers, enginemen, etc. | 2 | 2 |
| 89 | Others | 25 | 8 |
| 90 | Wholesale and Retail Trade: | 327 | 179 |
| 91 | Salespeople | 131 | 49 |
| 92 | Shipping and stock clerks, packers, etc. | 164 | 113 |
| 93 | Others | 32 | 17 |
| 94 | Woodworking and Furniture: | 108 | 58 |
| 95 | Cabinet makers and furniture finishers | 24 | 18 |
| 96 | Machine woodworkers | 21 | 11 |
| 97 | Others | 63 | 29 |
| 98 | Miscellaneous: | 1,363 | 1,061 |
| 99 | Apprentices (all trades) | 83 | 57 |
| 100 | Boys and girls (not otherwise classified) | 650 | 531 |
| 101 | Elevator operators | 96 | 70 |
| 102 | Engineers | 125 | 75 |
| 103 | Firemen and oilers | 124 | 97 |
| 104 | Pattern makers | 6 | 6 |
| 105 | Watchmen, janitors, guards, etc. | 201 | 159 |
| 106 | Others | 78 | 66 |
| | Totals | 15,729 | 11,734 |

for" and "Positions Filled" at Each Office, etc. — Concluded.

| SPRINGFIELD | | WORCESTER | | TOTALS | | |
|--------------------|------------------|--------------------|------------------|--------------------|------------------|-----|
| Persons Called for | Positions Filled | Persons Called for | Positions Filled | Persons Called for | Positions Filled | |
| 277 | 182 | 339 | 224 | 1,098 | 729 | 56 |
| 95 | 58 | 21 | 11 | 195 | 109 | 57 |
| 4 | 3 | 4 | 2 | 28 | 15 | 58 |
| 11 | 5 | 28 | 17 | 119 | 88 | 59 |
| 134 | 89 | 122 | 91 | 320 | 225 | 60 |
| 9 | 8 | 20 | 12 | 43 | 34 | 61 |
| 9 | 7 | 6 | — | 23 | 9 | 62 |
| — | — | 18 | 13 | 71 | 41 | 63 |
| 5 | 3 | 6 | 4 | 16 | 17 | 64 |
| 7 | 7 | 112 | 73 | 145 | 96 | 65 |
| 3 | 2 | 2 | 1 | 138 | 95 | 66 |
| — | — | — | — | 12 | 12 | 67 |
| — | — | — | — | 1 | 1 | 68 |
| — | — | — | — | 11 | 11 | 69 |
| 109 | 41 | 18 | 7 | 695 | 412 | 70 |
| 2 | — | — | — | 22 | 13 | 71 |
| 19 | 4 | — | — | 56 | 30 | 72 |
| 16 | 2 | 14 | 4 | 196 | 94 | 73 |
| 28 | 14 | 3 | 2 | 281 | 188 | 74 |
| 44 | 21 | 1 | 1 | 140 | 87 | 75 |
| 30 | 1 | — | — | 773 | 204 | 76 |
| 30 | 1 | — | — | 134 | 31 | 77 |
| — | — | — | — | 1 | 1 | 78 |
| — | — | — | — | 30 | 2 | 79 |
| — | — | — | — | 21 | 12 | 80 |
| — | — | — | — | 587 | 158 | 81 |
| 17 | 11 | — | — | 36 | 20 | 82 |
| 109 | 77 | 103 | 81 | 417 | 276 | 83 |
| 41 | 31 | 46 | 39 | 161 | 107 | 84 |
| 41 | 34 | 47 | 35 | 175 | 128 | 85 |
| 5 | 2 | 2 | — | 24 | 14 | 86 |
| — | — | 4 | 3 | 4 | 3 | 87 |
| 2 | 1 | — | — | 4 | 3 | 88 |
| 20 | 9 | 4 | 4 | 49 | 21 | 89 |
| 159 | 91 | 107 | 77 | 593 | 347 | 90 |
| 121 | 58 | 95 | 74 | 347 | 181 | 91 |
| 32 | 28 | 11 | 3 | 207 | 144 | 92 |
| 6 | 5 | 1 | — | 39 | 22 | 93 |
| 21 | 11 | 21 | 3 | 150 | 72 | 94 |
| 8 | 7 | 12 | 1 | 44 | 26 | 95 |
| 6 | 2 | 4 | 1 | 31 | 14 | 96 |
| 7 | 2 | 5 | 1 | 75 | 32 | 97 |
| 174 | 118 | 186 | 142 | 1,723 | 1,321 | 98 |
| 6 | 7 | 5 | 4 | 94 | 68 | 99 |
| 69 | 50 | 17 | 16 | 736 | 597 | 100 |
| 13 | 5 | 2 | 1 | 111 | 76 | 101 |
| 21 | 8 | 37 | 24 | 183 | 107 | 102 |
| 25 | 20 | 66 | 57 | 215 | 174 | 103 |
| 5 | 2 | 3 | 1 | 14 | 9 | 104 |
| 31 | 22 | 41 | 28 | 273 | 209 | 105 |
| 4 | 4 | 15 | 11 | 97 | 81 | 106 |
| 11,807 | 9,689 | 8,574 | 7,133 | 36,110 | 28,556 | |

TABLE VIII. — *Daily Averages of "Persons Called for" and "Positions Reported Filled" at Each Office during the Year ending December 31, 1921, with Comparable Data for 1920.*

| MONTHS. | PERSONS CALLED FOR | | | | | | POSITIONS REPORTED FILLED | | | | | |
|---------------------------|--------------------|-----------|--------------|-----------|------------|-----------|---------------------------|-----------|--------------|-----------|-------------|-----------|
| | BOSTON | | SPRING-FIELD | | WORCES-TER | | BOSTON | | SPRING-FIELD | | WORCES-TER. | |
| | 1920 | 1921 | 1920 | 1921 | 1920 | 1921 | 1920 | 1921 | 1920 | 1921 | 1920 | 1921 |
| January | 94 | 43 | 78 | 26 | 41 | 28 | 51 | 32 | 49 | 20 | 26 | 19 |
| February | 96 | 56 | 63 | 34 | 35 | 19 | 52 | 39 | 45 | 29 | 20 | 16 |
| March | 111 | 53 | 66 | 39 | 46 | 28 | 59 | 38 | 44 | 30 | 28 | 22 |
| April | 120 | 56 | 65 | 46 | 54 | 34 | 71 | 41 | 43 | 37 | 33 | 28 |
| May | 129 | 64 | 64 | 44 | 50 | 32 | 73 | 47 | 43 | 35 | 33 | 25 |
| June | 103 | 61 | 58 | 47 | 41 | 29 | 64 | 46 | 40 | 41 | 29 | 24 |
| July | 78 | 46 | 48 | 35 | 39 | 25 | 49 | 36 | 39 | 29 | 29 | 21 |
| August | 104 | 50 | 60 | 41 | 42 | 26 | 56 | 36 | 43 | 36 | 29 | 23 |
| September | 129 | 65 | 58 | 48 | 46 | 35 | 68 | 46 | 40 | 36 | 33 | 29 |
| October | 95 | 54 | 48 | 42 | 40 | 33 | 53 | 43 | 36 | 35 | 32 | 27 |
| November | 54 | 41 | 38 | 37 | 30 | 27 | 39 | 33 | 31 | 31 | 25 | 25 |
| December | 39 | 34 | 26 | 26 | 23 | 26 | 32 | 28 | 22 | 22 | 19 | 21 |
| Averages | 96 | 52 | 56 | 39 | 41 | 28 | 56 | 39 | 39 | 32 | 28 | 23 |

TABLE IX. — *Expenditures on Account of Maintenance of the Three Offices during the Fiscal Year ending November 30, 1921.*

| | Boston | Springfield | Worcester | Total |
|---|--------------------|--------------------|-------------------|--------------------|
| Books, maps, clippings, etc. | \$10 00 | \$10 00 | — | \$20 00 |
| Expressage | 75 | 3 37 | \$1 55 | 5 67 |
| Postage | 55 00 | 30 00 | 15 66 | 100 66 |
| Printing: | | | | |
| Annual report | 84 38 | 42 20 | 42 20 | 168 78 |
| Other reports | — | — | — | — |
| Office forms, etc. | 194 24 | 221 88 | 167 86 | 583 98 |
| Stationery, and office supplies | 156 66 | 58 88 | 48 72 | 264 26 |
| Typewriter machines and supplies | 31 74 | 2 80 | — | 34 54 |
| Other machines and supplies | 5 98 | — | — | 5 98 |
| Telephone | 848 69 | 310 73 | 187 31 | 1,346 73 |
| Travel | 104 92 | 16 21 | 3 37 | 124 50 |
| Rent | 4,410 00 | 1,800 00 | 1,500 00 | 7,710 00 |
| Light | 531 49 | 37 29 | 31 87 | 600 65 |
| Advertising | 373 20 | 159 00 | 58 68 | 590 88 |
| Cleaning and cleaning materials | 108 56 | 3 94 | 41 26 | 153 76 |
| Other expenses | 1,126 56 | 64 85 | 107 08 | 1,298 49 |
| Salaries (including janitor's services) | 22,838 51 | 12,272 00 | 7,657 20 | 42,767 71 |
| Totals | \$30,880 68 | \$15,033 15 | \$9,862 76 | \$55,776 59 |
| Unexpended | — | — | — | 1,923 41 |
| Appropriation | — | — | — | \$57,700 00 |

APPENDIX A.

SPECIAL INQUIRY RELATIVE TO THE OPERATION OF EMPLOYMENT OFFICES IN BOSTON.

The information here presented was obtained in answer to a questionnaire sent to employment offices in Boston in December, 1921. The returns cover a period of 11 months, ending November 30, 1921, and relate to the location of offices, titles of officials in charge, hours open for business, classes of applicants served, scale of fees charged for service, number of placements made (classified by sex), and the amounts received in fees during the period.

Number Reporting. The total number of offices in Boston from which returns were received was 124, of which 69 were "commercial" (operating for profit) and 55 were "non-commercial" (charging no fee or a nominal fee only for services rendered). Data for several offices in Boston which were not operated during the period covered by this inquiry are not included. Certain of the commercial offices objected to furnishing information with reference to the number of placements made and the amounts received in fees, but such a large number of the agencies addressed furnished the information voluntarily that there did not appear to be any occasion to make the answering of these inquiries obligatory. It is believed that the information obtained is quite fairly representative of all offices in the city.

Location of Offices. Of the 124 employment offices in Boston, 79 were located in the central business district (Boston proper), 20 in Back Bay, 13 in the South End, nine in Roxbury, two in Dorchester, and one in South Boston. Nearly all of the offices in the outlying districts were engaged in the placement of domestic and hotel help, and all except five of the 31 mercantile offices were located in the down-town business district.

Titles of Officials. As many as 19 different titles of officials in charge of employment offices in Boston were reported. The more usual titles of officials in charge of commercial offices were "proprietor" and "manager;" and of non-commercial offices, "manager," "director," "superintendent," and "secretary."

Hours Open for Business. A wide variety of business hours was reported by the 115 offices which answered this inquiry. The opening hour for 60 offices was 9 A.M. and 46 of the offices opened at an earlier hour, — six of these as early as 7 A.M. For 61 offices the closing hour was 5 P.M. and for 25 offices, 4 P.M. Only one office was regularly open after 6 P.M. and in this case the business hours were from 9 A.M. to 9.30 P.M. A large number of the offices reported that they were usually closed Saturday afternoons.

Classes of Applicants Served. The offices were grouped according to the classes of applicants served, and the number in each group is shown in the following table: —

TABLE 1. — *Number of Offices Reporting.*

| CLASS OF APPLICANTS SERVED. | NUMBER OF OFFICES REPORTING | | |
|--|-----------------------------|-----------------|-----------------|
| | Commercial | Non-Commercial | Total |
| Domestic and hotel help | 34 | 6 | 40 |
| Mercantile help (principally) | 16 | 15 | 31 |
| Farmers, laborers, and woodsmen | 7 | 1 | 8 |
| General (not confined to any specified class) | 4 | 21 | 25 |
| Special classes other than those specified above | 8 ¹ | 12 ¹ | 20 ¹ |
| Total | 69 | 55 | 124 |

Of the 124 offices which reported, 40 were engaged principally in the placement of domestic and hotel help; 25 were general offices (not serving any specified class of applicants); 31 were engaged principally in the placement of mercantile help; eight in the placement of farm laborers, common laborers, and woodsmen; and 20 were for special classes of applicants other than those specified above.² Nearly half of the commercial offices (34 out of 69) were engaged in the placement of domestic and hotel help, and 16 were "mercantile offices." Of the 55 non-commercial offices, 21 were "general offices," 15 were "mercantile offices," and five were engaged solely in the placement of persons physically or mentally handicapped.

¹ The special classes of applicants served by the commercial offices were: Textile mill superintendents, overseers, and mechanics (two offices); automobile mechanics; engineers and machinists (two offices); plumbers and mechanics; porters, janitors, and chauffeurs; and theatrical employees.

The special classes of applicants served by the non-commercial offices were: Handicapped persons (five offices); teachers; librarians; settlement and community workers; students (part-time workers); laundry workers; filing clerks; and metal tradesmen.

² See note to Table 1.

Scale of Fees Charged. All of the 69 commercial offices answered the inquiry relative to the scale of fees charged for services rendered. In six of the offices a definite flat charge was made for each position furnished (as, for example, \$1, \$2, or \$3), but in all other cases the fees were based on the wages or services to be paid to the person placed. Usually in Class I offices, furnishing business employment, a fee not exceeding one week's wages was charged for placement in positions not of a temporary character, payment to be made in six weekly installments of one-sixth of the total charge. Nearly all of the Class II offices, serving principally domestic workers, hotel help, and laborers, charged both the applicant and the employer 25 per cent of the first week's wages. All rates reported were in conformity with the regulations of the Boston Licensing Board, which, in accordance with statutory provisions governing "intelligence offices" in Massachusetts, has jurisdiction over fee-charging employment offices in the city of Boston.

Number of Persons Reported Placed. Of the 124 offices in Boston, 65 answered this inquiry. The numbers of persons placed, classified by sex and by class of applicants served, are shown in the following table: —

TABLE 2. — *Number of Persons Reported Placed by Sixty-five Employment Offices in Boston.*

(Eleven months ending November 30, 1921.)

| CLASS OF APPLICANTS SERVED. | Number of Offices Answering Inquiry ¹ | NUMBER OF PERSONS RE- PORTED PLACED | | |
|---|---|--|----------------------|---------------|
| | | Males | Females | Total |
| Commercial Offices. | | | | |
| Domestic and hotel help | 19 | 1,969 | 5,208 | 7,177 |
| Mercantile help (principally) | 6 | 864 | 1,295 | 2,159 |
| Farmers, laborers, and woodsmen | 5 | 2,953 | 6 | 2,959 |
| General (not confined to any specified class) | 2 | 1,616 | 815 | 2,431 |
| Special classes other than those specified above | 6 | 884 | 150 | 1,034 |
| Totals | 38¹ | 8,286 | 7,474 | 15,760 |
| Non-Commercial Offices. | | | | |
| Domestic and hotel help | 4 | 16 | 4,046 | 4,062 |
| Mercantile help (principally) | 8 | — ² | — ² | 6,446 |
| Farmers, laborers, and woodsmen | 1 | 300 | 5 | 305 |
| General (not confined to any specified class) | 5 | 6,195 | 6,872 | 13,067 |
| Handicapped persons | 3 | 26 | 327 | 353 |
| Special classes other than those specified above | 6 | — ² | — ² | 3,821 |
| Totals | 27¹ | —² | —² | 28,054 |

¹ Of the 69 commercial offices in Boston, 38 reported the number of persons placed; and of the 55 non-commercial offices in Boston, 27 answered this inquiry.

² Three of the mercantile offices and one of the special offices failed to classify by sex the total number reported placed.

During the period of 11 months ending November 30, 1921, the 38 commercial offices from which returns were received in answer to this inquiry placed 15,760 persons, of whom 8,286 were males and 7,474 were females. Domestic and hotel help placed by 19 out of 34 commercial offices engaged in the placement of this class of help numbered 7,177, of which number 5,208 were females. The 27 non-commercial offices which answered this inquiry placed 28,054 persons during the period of 11 months; and of this number, 13,067 were placed by five of the 21 general offices and 6,446 by eight of the 16 mercantile offices. The general offices, both commercial and non-commercial, did not confine their work to the placement of any specified class of applicants, and no attempt was made to obtain from these offices information in detail, by occupations, as to the number of persons placed by them, but the data here presented indicate in a general way the relative importance of the several classes of applicants served.

Amount Received in Fees. This inquiry was answered by 32 of the 69 commercial offices which were in operation in Boston during the entire period of 11 months ending November 30, 1921. In the following table data are presented showing, by class of applicants served, the number of offices which reported, the number of persons placed (classified by sex), the amount received in fees, and the average fee per person placed: —

TABLE 3. — *Number of Persons Placed and Amount Received in Fees by Thirty-two Commercial Employment Offices in Boston.*

(Eleven months ending November 30, 1921.)

| CLASS OF APPLICANTS SERVED. | Number of Offices | NUMBER OF PERSONS PLACED | | | Amount Received in Fees | Average Fee per Person Placed |
|---|-------------------|--------------------------|--------------|---------------|-------------------------|-------------------------------|
| | | Males | Females | Total | | |
| For 32 offices giving full data | 32 | 7,617 | 5,363 | 12,980 | \$56,318.34 | \$4.34 |
| Mercantile help (principally) | 5 | 785 | 1,288 | 2,073 | 18,407.77 | 8.88 |
| Domestic and hotel help | 14 | 2,677 | 3,454 | 6,131 | 17,526.83 | 2.86 |
| Farmers and farm laborers | 2 | 1,349 | — | 1,349 | 2,824.00 | 2.09 |
| Laborers and woodsmen | 3 | 1,604 | 6 | 1,610 | 4,373.48 | 2.72 |
| Special classes other than those specified above. | 8 | 1,202 | 615 | 1,817 | 13,186.26 | 7.26 |

The total amount received in fees during the period of 11 months, by 32 commercial offices which answered this inquiry, was \$56,318.34, and the total number of persons placed was

12,980, making an average fee per person placed of \$4.34. The average fee for placements made by five mercantile offices was \$8.88; for placements of domestic and hotel help (14 offices), \$2.86; for farmers and farm laborers (2 offices), \$2.09; for laborers and woodsmen (3 offices), \$2.72; and for special classes of applicants other than those specified above (8 offices), \$7.26.

Only four of the 55 non-commercial offices in Boston charged a fee for services rendered either to employers or to persons placed in positions, and these four offices were only partially supported by the fees charged. No inquiry was made of the non-commercial offices as to the cost of their operation, but the records for one of these offices — the Boston Public Employment Office maintained by the Commonwealth — show that the total cost of operation of this office (including salaries, rental, alterations, telephone, and all other contingent expenses) during the fiscal year ending November 30, 1921, amounted to \$30,880.68. The total number of placements made during the same period was 11,833. The per capita cost of placement was, therefore, \$2.61.

APPENDIX B.

LAW RELATIVE TO PUBLIC EMPLOYMENT OFFICES IN MASSACHUSETTS.

The laws governing the establishment and operation of Public Employment Offices in Massachusetts have been consolidated as General Laws, Vol. II, Chapter 149, Sections 160-168, inclusive, which are as follows:—

GENERAL LAWS, VOL. II, CHAPTER 149, SECTIONS 160-168.

SECTION 160. The department¹ may establish and maintain in such cities as may be selected by it after investigation, with the approval of the governor and council, employment offices for the purpose of bringing together those seeking employment and those desiring to employ, and may maintain such offices now established. The commissioner shall make an annual report as to free employment offices.

SECTION 161. The commissioner² shall appoint for each of the offices provided for in the preceding section a superintendent who shall, under the direction of the commissioner, perform the duties hereinafter set forth or such as he may require. The commissioner may also appoint an assistant superintendent and such clerks as he may deem necessary for the proper conduct of the business of said employment offices. The location of each office established under the preceding section shall be plainly indicated by a proper sign.

SECTION 162. The superintendents of said employment offices shall receive applications from those seeking employment and from those desiring to employ, and shall register them in such manner as may be prescribed by the commissioner, and shall take such other action as the commissioner may deem best to promote the purposes of said offices. Said superintendents shall also receive applications from alien immigrants seeking employment in agricultural labor and from those desiring to employ immigrants in agricultural labor, and shall take such other action as the commissioner may deem best to promote a more general distribution of alien immigrants throughout the agricultural sections of the commonwealth. In directing applicants for employment to an employer in whose establishment a strike is in progress, the commissioner, superintendents or other departmental employees shall inform the applicant of the strike.

¹ Department of Labor and Industries.

² Commissioner of Labor and Industries.

SECTION 163. No fees shall in any case be taken from those seeking the benefits of said employment offices. Any superintendent or clerk who directly or indirectly charges or receives any fee in the performance of his duties shall be punished by a fine of not more than one hundred dollars or by imprisonment in jail for not more than one month, and shall be disqualified from holding further connection with said office.

SECTION 164. In registering applications for employment and for employees wanted, preference shall be given to residents of the commonwealth.

SECTION 165. Each superintendent shall make to the commissioner such reports of applications for labor or employment and of other details of the work of his office as the commissioner may require. The commissioner shall cause reports showing the business of the several offices to be prepared at regular intervals and to be exchanged among the said offices, and shall supply them to the newspapers and to citizens upon request; and the several superintendents shall post such reports in a conspicuous place in their offices so that they may be open to public inspection.

SECTION 166. There shall be allowed and paid, upon the approval of the commissioner, for salaries and for contingent expenses in connection with the establishment and maintenance of free employment offices, such sum as the general court may annually appropriate therefor.

SECTION 167. The commissioner may furnish weekly to the clerks of all towns in the commonwealth printed bulletins showing the demand for employment, classified by occupations to such extent as may be practicable and indicating the town where the employees are wanted. Such information shall be based upon the applications for employees under this chapter.

SECTION 168. Every town clerk shall post the lists received as aforesaid in one or more conspicuous places in the town. A town clerk who fails to comply with this section shall be punished by a fine of not more than ten dollars.